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PILOT SURVEY ANALYSIS TABLES

BACKGROUND AND OVERALL STATISTICS

OVERALL STATISTICS, 1998 SURVEY

1	1998 SURVEY STATISTICS	Total Number of Pilots	Total Surveys Mailed to Pilots	Total Surveys Delivered	Surveys Completed	Usable Responses	Contact with FSDO Personnel in Last Year (1998)
	Total	618,298	102,000	95,400	33,861	32,338	13,794

OVERALL STATISTICS, 1993 SURVEY

2	1993 SURVEY	All FSDO Respondents	All CMO Respondents	TOTAL Respondents	PILOTS & EXAMINERS
	Total Mailed	196,303	1,150	197,453	159,619
	Total Undeliverable	10,824	-	10,824	8,936
	Total Delivered	185,479	1,150	186,629	150,683
	Completed & Returned	26,334	357	26,691	17,723
	% Return	14.2%	31.0%	14.3%	11.8%

STATISTICS FOR 1993 AND 1998 SURVEYS (PILOT PART)

3	Overall Statistics	Total	Total Surveys Mailed	Total Surveys Delivered	Total Survey Response	% Survey Response
	Pilots in 1993	665,069	159,619	150,683	17,723	11.8%
	Pilots in 1998	618,298	102,000	95,400	33,861	35.5%

STATISTICS FOR 1993 AND 1998 SURVEYS (PILOT PART)

4	Overall Statistics	Student	Recreational	Private	Commercial	Airline Transport	Other (Rotorcraft & Glider only)	Total
	Total in 1993	103,583	206	283,700	143,014	117,070	17,496	665,069
	1993 % of Total	16%	0%	43%	22%	18%		100%
	1998	97,736	305	247,226	122,053	134,612	16,366	618,298
	1998 % of Total	16%	0%	40%	20%	22%		100%
	Total Responses	1,138	40	15,082	8,116	7,890	Not counted	32,266
	1998 % of Total Responses	4%	0%	47%	25%	24%	except in	100%
	Total 1998 Contact	214	8	4,053	3,938	5,538	totals	13,751
	1998 % of Total Responses	2%	0%	29%	29%	40%		100%

CERTIFICATES HOLDERS AND SURVEY RESPONDENTS IN 1998

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Overall Statistics	Student	Recreational	Private	Commercial	Airline Transport	Total, Not Including Rotorcraft & Glider (Only)	Other (Glider Only & Rotorcraft Only)	Grand Total
1998 Survey	1,138	40	15,082	8,116	7,890	32,266	--	32,266
% of 1998 Survey	4%	0.1%	47%	25%	24%	100%	0%	100%
1998 Total Pilots	97,736	305	247,226	122,053	134,612	601,932	16,366	618,298
% 1998 Total Pilots	16.24%	0.05%	41.07%	20.28%	22.36%	100.00%	3%	100%

CORRELATION

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	Total in 1993	Total in 1998	Total Responses	Total 1998 Contact
Total in 1993	1.00			
Total in 1998	1.00	1.00		
Total Responses	0.99	0.99	1.00	
Total 1998 Contact	0.95	0.96	0.97	1.00

RESPONSE RATE FOR PILOTS [PILOTS & PILOT EXAMINERS] IN 1993 CUSTOMER SURVEY

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REGION	Total Pilots & Designees	Surveys Mailed	Surveys Undeliv	Surveys Delivered	Surveys Received	% Received
AAL	(No Info)	4,143	175	3,968	397	10%
ACE		10,621	449	10,172	1,235	12%
AEA		28,767	1,347	27,420	3,858	14%
AGL		28,362	1,054	27,308	3,422	13%
ANE		5,722	183	5,539	636	11%
ANM		12,314	585	11,729	1,447	12%
ASO		21,564	1,684	19,880	1,986	10%
ASW		18,713	1,300	17,413	1,742	10%
AWP		29,413	2,159	27,254	3,000	11%
TOTAL		665,069	8,936	150,683	17,723	12%

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RESPONSE RATE FOR PILOTS IN 1998 CUSTOMER SURVEY

8	REG	Total Pilot Addresses	% of Total	Mailed to Pilots (Prorate)	Surveys Received (Prorate)	Surveys Completed (Response Rate)	Usable Responses	% Usable Responses
	AAL	8,874	1%	1,504.27	1,411	(No Info)	516	37%
	ACE	31,756	5%	5,383.08	5,051		1,870	37%
	AEA	76,714	13%	13,004.08	12,201		4,338	36%
	AGL	103,234	17%	17,499.59	16,419		6,103	37%
	ANE	27,168	5%	4,605.35	4,321		1,428	33%
	ANM	64,374	11%	10,912.28	10,238		3,550	35%
	ASO	115,705	19%	19,613.59	18,402		5,843	32%
	ASW	71,344	12%	12,093.79	11,347		3,503	31%
	AWP	102,552	17%	17,383.98	16,310		5,187	32%
	TOTAL OR AVE	601,721	100%	102,000	95,700	33,861 (35%)	32,338	34%

SECTION 1: AVIATION INFORMATION

Q2: What is the highest pilot certificated that you hold?

9	Q2	Student	Recreational	Private	Commercial	Airline Transport	Unusable	Grand Total	Total Usable
	Total	1,138	40	15,082	8,116	7,890	72	32,338	32,266
	% Total Usable	4%	0.1%	47%	25%	24%			100%

Q2 Subtotals

10	Q2	Comm & ATP	Stu / Rec / Pvt	Total Not Usable
	Total	16,006	16,260	32,266
	% Total Usable	50%	50%	100%

Q3: Which of the following do you hold?

11	Q3 (May have >1 Ans)	Designated Examiner	Certified Flight Instructor	Safety Counselor	Ground Instructor	Pilot Proficiency Examiner	Check Airman	Grand Total
	Total	331	6,869	543	3,207	287	1,881	13,118
	% Total	3%	53%	4%	24%	2%	14%	100%

Q4: Which of the following ratings are on your pilot's certificate?

12	Q4 (May have >1 Ans)	Airplane	Rotorcraft	Lighter than Air	Glider	Grand Total
	Total	30,805	2,291	400	1,590	35,086
	% Total	87%	7%	1%	5%	100%

Preliminary to Q5: Q2, ANS 4 OR 5

Q2: What is the highest pilot certificate that you hold?

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13	Q2	Commer- cial	Airline Transport	Grand Total
	Total	8,116	7,890	16,006
	% Total	51%	49%	100%

Q5: If you have a commercial or ATP certificate, do you fly for hire?

14	Q5	Yes	No	NA / No Comm or ATP Cert	NA or Unusable	Grand Total	Total Usable
	Total	9,744	5,638	242	382	16,006	15,382
	% Total Usable	63%	37%				100%

Preliminary to Q6

15	Q5	Yes
	Total	9,744

Q6: If you answered Yes to Question 5, for which kind of operator(s) do you fly?

16	Q6 (May have >1 Ans)	Flight School	Air Taxi	Corporate	Regional	Major Airline	Other	Grand Total
	Total	1,564	1,197	1,925	953	3,524	1,863	11,026
	% Total	14%	11%	17%	9%	32%	17%	100%

Q7: Do you own or co-own an aircraft?

17	Q7	Own	Co-Own	Neither Own nor Co-Own	Unusable	Grand Total	Total Usable
	Total	9,249	3,692	18,166	1,231	32,338	31,107
	% Total Usable	30%	12%	58%			100%

Q8: How many lifetime hours have you flown?

18	Q8	Under 100	100 - 500	501 - 1,000	1,001 - 3,000	3,001 - 10,000	Over 10,000	Unusable	Grand Total	Total Usable
	Total	1,675	8,585	4,396	6,016	6,303	4,510	853	32,338	31,485
	% Total Usable	5%	27%	14%	19%	20%	14%			100%

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Q9: How many hours have you flown in the last year?

19	Q9	None	1 - 10	11 - 50	51 - 150	151 - 300	Over 300	Unusable	Grand Total	Total Usable
	Total	2,795	2,966	8,014	8,011	2,931	6,312	1,309	32,338	31,029
	% Total Usable	9%	10%	26%	26%	9%	20%			100%

SECTION 2: COMMUNICATIONS

Q10: In the last year, how often have you had any contact with an FAA inspector or your local office (FSDO)?

20	Q10	1 Time	2 - 3 Times	Over 3 Times	None	Unusable	Grand Total	Total Usable	Those with Contact
	Total	4,256	5,080	4,458	17,596	948	32,338	31,390	13,794
	% Total Usable	14%	16%	14%	56%			100%	44%
	% Total with Contact	31%	37%	32%					100%

Q2/Q10: In the last year, how often have you had any contact with an FAA inspector or your local office (FSDO)?

21	Q2	Student	Recreational	Private	Commercial	Airline Transport	Unusable	Grand Total	Total Usable
	Total Responses	1,138	40	15,082	8,116	7,890	72	32,338	32,266
	% Total Responses	4%	0.1%	47%	25%	24%			100%
	Total with Contact in 1998	214	8	4,053	3,938	5,538	43	13,794	13,751
	% with Contact in 1998	2%	0.1%	29%	29%	40%			100%

Q2/Q10 Subtotals

22	Q2	Comm & ATP	Stu / Rec / Pvt	Total Usable
	Total Responses	16,006	16,260	32,266
	% Total Responses	50%	50%	100%
	Total with Contact in 1998	9,476	4,275	13,751
	% with Contact in 1998	69%	31%	100%

Q2/Q10 Subtotals

23	Q2	Student	Recreational	Private	Commercial	Airline Transport	Total
	Total 1998 Pilot Contact	214	8	4,053	3,938	5,538	13,751
	% of 1998 Contact	2%	0%	29%	29%	40%	100%

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Total Pilots in 1998	97,736	305	247,226	122,053	134,612	601,932	[Not counting glider & rotorcraft]
% of Total Pilots	16%	0%	41%	20%	22%	100%	

Q2/Q10 Subtotals

24	Overall Statistics	Pvt (Stu / Rec / Pvt)	Comm / ATP	Total
	Total 1998 Pilot Contact	4,275	9,476	13,751
	% of 1998 Contact	31%	69%	100%
	Total Pilots in 1998	345,267	256,665	601,932
	% of Total Pilots	57%	43%	100%

Q11 from Q10 (May have >1 Ans): How was contact made?

25	Q11 from Q10	Walk-in	Phone	Office Appt	Written (Ltr)	FAX or E-Mail	In the Field	Total
	Total	4,560	7,034	1,439	1,682	830	6,596	22,141
	% Total	21%	32%	6%	8%	4%	30%	100%

26 Q11 from Q10 Subtotals

Q2	Private	Commercial / ATP	Total
Not in the Field	4,477	11,017	15,495
% Not in the Field	76%	68%	100%
In the Field	1,411	5,165	6,576
% In the Field	24%	32%	100%
Total	5,888	16,182	22,071
% Total	100%	100%	100%

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Q12 from Q10: Do you have contact with other FSDOs?

27	Q12 from Q10	Yes	No	Unusable	Total	Total Usable
	Total	3,248	8,422	2,124	13,794	11,670
	% Total	28%	72%			100%

Q13 from Q10 & Q12: How much would you agree that the information you received from different FSDOs was consistent?

28	Q13 from Q10	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Unusable	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	422	1,464	524	572	212	54	3,248	3,194	1,886	784
	% Total Usable	13%	46%	16%	18%	7%			100%	59%	25%

Q10 & Q13 combo: Do you have contact with other FSDOs? / (If so) How much would you agree that the information you received from different FSDOs was consistent?

29	Q10 & Q13 combo	No	(Yes): Strongly Agree	(Yes): Agree	(Yes): Neither Agree nor Disagree	(Yes): Disagree	(Yes): Strongly Disagree	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	8,422	422	1,464	524	572	212	11,616	11,562	1,886	784
	% Total	73%	3%	13%	5%	5%	2%		100%	16%	7%

Q14 from Q10: How much would you agree that the information you received was clearly transmitted to you?

30	Q14 from Q10	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Unusable	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	2,692	7,937	1,719	734	146	566	13,794	13,228	10,629	880
	% Total Usable	20%	60%	13%	6%	1%			100%	80%	7%

Q15 from Q10: How much would you agree that the information you received was accurate?

31	Q15 from Q10	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Unusable	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	2,674	7,334	2,218	743	206	619	13,794	13,175	10,008	949
	% Total Usable	20%	56%	17%	6%	2%			100%	76%	7%

Q16 from Q10: How much would you agree that Flight Standards personnel acted courteously?

32	Q16 from Q10	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Unusable	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	5,025	6,807	1,065	341	126	430	13,794	13,364	11,832	467
	% Total Usable	38%	51%	8%	3%	1%			100%	89%	3%

Q17 from Q10: How much would you agree that the service you received was timely?

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33	Q17 from Q10	Strongly Agree	Agree	Neutral (Neither Agree nor Disagree)	Disagree	Strongly Disagree	Unusable	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	3,249	6,834	2,004	834	310	563	13,794	13,231	10,083	1,144
	% Total Usable	25%	52%	15%	6%	2%			100%	76%	9%

Q18 from Q10 & Q17, Disagree or Strongly Disagree: If the service was not timely, did the delay interfere w							Prorating or Negative Response to		
34	Q18 from Q10 & Q17, Ans 4 or 5	N/A	No	Yes	Unusable	Grand Total	Total Usable or N/A	No (Prorated for Q17)	Yes (Prorated for Q17)
	Total	168	604	316	56	1,144	920	751	393
	% Total N/A or Usable		66%	34%			100%	6%	3%

	Q18 & Q18 from Q10 & Q17, Disagree or Strongly Disagree: If the service was not timely, did the delay interfere with your commerce or ability to earn a living?					
35	Q18 from Q10 & Q17, Ans 4 or 5	Positive (Agree / Strongly Agree) (Q17)	Neutral (Neither Agree nor Disagree) (Q17)	Negative (Disagree / Strongly Disagree) (Q18)	Positive, Neutral, Negative Usable	Yes % of Total Usable or N/A
	Total	10,083	2,004	1,144	13,231	393
	% Total N/A or Usable	76%	15%	9%	100%	3%

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Q17 from Q2 from Q10: How much would you agree that the service you received was timely? (By Pilot Cert)

36	Q17 from Q2	Student	Recrea- tional	Private	Commercial	Airline Transport	Unusable	Grand Total	Total Usable	Comm & ATP	Student, Rec, Pvt
	Total Responses	214	8	4,053	3,938	5,538	43	13,794	13,751	9,476	4,275
	% Total Responses	2%	0%	29%	29%	40%			100%	69%	31%
	Service Not Timely	14	-	226	362	540	2	1,144	1,142	902	240
	% Service Not Timely	1%	0%	20%	32%	47%			100%	79%	21%

Q18 from Q10 & Q17, & Q2: Disagree or Strongly Disagree: If the service was not timely, did the delay interfere with your commerce or ability to earn a living? (By Pilot Cert)

37	Response Total	Commercial & ATP	Student, Rec, Pvt	Student	Recreational	Private	Commercial	Airline Transport	Unusable	Grand Total	Total Usable
	Response Total	16,006	16,260	1,138	40	15,082	8,116	7,890	72	32,338	32,266
	% Total Responses	50%	50%	4%	0%	47%	25%	24%			100%
	Interfered w/ Commerce	285	31	1	-	30	112	173	2	318	316
	% Interfered w/ Commerce	90%	10%	0%	0%	9%	35%	55%			100%

Q18 from Q17: If the service was not timely, did the delay interfere with your commerce or ability to earn a living?

38	Q18 from Q17	Student	Recreational	Private	Commercial	Airline Transport	Unusable	Grand Total	Total Usable	Comm & ATP	Student, Rec, Pvt
	Total in Contact	214	8	4,053	3,938	5,538	43	13,794	13,751	9,476	4,275
	% Total in Contact	2%	0%	29%	29%	40%			100%	69%	31%
	Interfered w/ Commerce	1	-	30	112	173	2	318	316	285	31
	% Interfered w/ Commerce	0%	0%	9%	35%	55%			100%	90%	10%

Q11B: Contact made by phone (Preliminary to Q19 & Q20: Q10, Q11B & Q19)

39	Q11B	11B
	Total	7,034

Q19 FROM 10 & 11B: If you contacted your local office by phone, what kind of system did you normally encounter?

40	Q19 FROM 10 + 11B	Combi- nation	Manual	Automatic Call Routing	Voice Mail	N/A: No Phone Contact	Unusable	Grand Total	Total Usable	Total Phone Contact	Total Voice Mail / Routing
	Total	418	2,644	1,651	838	114	1,369	7,034	5,665	5,551	2,489
	% Total Usable	7%	47%	29%	15%	2%			100%		

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% Total Phone Contact	8%	48%	30%	15%					100%	45%
% Total Voice Mail / Routing			66%	34%						100%

Q20 from 10, 11B, Voice Mail / Call Routing: How much would you agree that if the system was voice mail or automatic routing, the instructions were clear?

41	Q20 from 10, 11B, Voice Mail / Call Routing	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Unusable	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	372	1,457	388	150	23	99	2,489	2,390	1,829	173
	% Total Usable	16%	61%	16%	6%	1%			100%	1	0

Q21 from 10, 11B: If you were calling for a specific person, you reached that person *easily*?

	Q21 from 11B	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Unusable	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	817	2,708	1,369	890	232	1,018	7,034	6,016	3,525	1,122
	% Total Usable	14%	45%	23%	15%	4%			100%	1	0

Q22 from 10, 11B: If you were not calling for a specific person, you easily found someone who could give you the service you needed?

42	Q22 from 11B	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Unusable	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	901	2,950	1,384	646	157	996	7,034	6,038	3,851	803
	% Total Usable	15%	49%	23%	11%	3%			100%	64%	13%

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PILOT SURVEY ANALYSIS TABLES

SECTION 3B: AVIATION SAFETY PROGRAM

Q23 from Whole DB: How many local FAA-sponsored Safety Seminars did you attend last year?

43	Q23 from Whole DB	None	1	2-3	Over 3	Bad Answer	(blank)	Grand Total	Total Not-Usable	Total # Attending
	Total	17,513	7,724	4,696	1,391	1	1,013	32,338	31,325	13,811
	% Total Usable	56%	25%	15%	4%				100%	44%

Q23 from Q2: How many local FAA-sponsored Safety Seminars did you attend last year?

44	Q2	Student	Recreational	Private	Commercial	Airline Transport	Unusable	Grand Total	Total Usable
	Total								
	Response Rate	4%	0%	47%	25%	24%			100%
	Safety Seminar Attendees in 1998	3%	0%	53%	29%	15%			100%
	Participants in WINGS Program	1%	0%	57%	29%	12%			100%
	Awareness of Becoming Safety Counselor	1%	0%	25%	36%	37%			100%

Q24 from Whole DB: Are you aware of, or have you participated in, the WINGS program?

45	Q24 from Whole DB	Was not Aware	Aware, but Haven't Partic	Aware and have Partic	(blank)	Total	Total Not-Blank
	Total	3,846	16,259	9,711	2,522	32,338	29,816
	% Total Usable	13%	55%	33%			100%

Q24 from Attendees in Q23: Are you aware of, or have you participated in, the WINGS program?

46	Q24 from Attendees in Q23	Was not Aware	Aware, but Haven't Partic	Aware and have Partic	(blank)	Total	Total Usable
	Total	575	5,722	6,399	1,115	13,811	12,696
	% Total Usable	5%	45%	50%			100%

Q25 from Q24 from Whole DB: What is your highest level of WINGS? (Over Level 3)

47	Q25 from Whole DB	None / Haven't Partic	Level 1-3	Level 4-6	Level 7-9	Level 10	Level 11 or Higher	(blank)	Grand Total	Total Usable	Over 3
	Total	647	6,706	1,451	407	118	110	272	9,711	9,439	2,086
	% of Total Usable	7%	71%	15%	4%	1%	1%			100%	22%
	% of Over 3			70%	20%	6%	5%				100%

Q25 from Q24 from Whole DB: What is your highest level of WINGS? (# Participants in WINGS)

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48	Q25 from Whole DB	None / Haven't Partic	Level 1-3	Level 4-6	Level 7-9	Level 10	Level 11 or Higher	(blank)	Grand Total	Total Not-Blank	Total Partic
	Total	647	6,706	1,451	407	118	110	272	9,711	9,439	8,792
	% Total Usable	7%	71%	15%	4%	1%	1%			100%	
	% Total Partic		76%	17%	5%	1%	1%				100%

Q25 from Q24 from Attendees in Q23: What is your highest level of WINGS? (Over Level 3)

49	Q25 from Q23	None / Haven't Partic	Level 1-3	Level 4-6	Level 7-9	Level 10	Level 11 or Higher	(blank)	Grand Total	Total Usable	Over 3
	Total	308	4,279	1,131	345	98	86	152	6,399	6,313	1,660
	% of Total Usable	5%	68%	18%	5%	2%	1%			100%	26%
	% of Over 3			68%	21%	6%	5%				100%

Q25 from Q24 from Attendees in Q23: What is your highest level of WINGS? (# Participants in WINGS)

50	Q25 from Attendees in Q23	None / Haven't Partic	Level 1-3	Level 4-6	Level 7-9	Level 10	Level 11 or Higher	(blank)	Grand Total	Total Usable	Total Partic
	Total	308	4,279	1,131	345	98	86	152	6,399	6,313	5,939
	% of Total Usable	5%	68%	18%	5%	2%	1%			100%	
	% Total Partic		72%	19%	6%	2%	1%				100%

Q26 from Whole DB: How much do you agree that Safety Seminars make safer pilots?

51	Q26 from Attendees in Q23	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	13,873	13,796	3,524	208	88	849	32,338	31,489	27,669	296
	% of Total Usable	44%	44%	11%	1%	0%			100%	88%	1%

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Q26 from Attendees in Q23: How much do you agree that Safety Seminars make safer pilots?

52	Q26 from Attendees in Q23	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	7,255	5,419	750	83	28	276	13,811	13,535	12,674	111
	% of Total Usable	54%	40%	6%	1%	0%			100%	94%	1%

Q27 from Whole DB: Do you recommend Safety Seminars to other pilots?

53	Q27 from Q2	Yes	No	Unk	(blank)	Grand Total	Total Usable
	Total	22,210	3,970	5,364	794	32,338	31,544
	% of Total Not-Blank	70%	13%	17%			100%

Q27 from Attendees in Q23: Do you recommend Safety Seminars to other pilots?

54	Q27 from Q23	Yes	No	Unk	bad	(blank)	Grand Total	Total Usable
	Total	12,264	710	664	1	172	13,811	13,638
	% of Total Usable	90%	5%	5%				100%

Q28 from Whole DB: Will you attend more Safety Seminars in the next year?

55	Q28 from Whole DB	Yes	No	Unk	Bad Ans	(blank)	Grand Total	Total Usable
	Total	16,251	3,115	11,797	3	1,172	32,338	31,163
	% of Total Not-Blank	52%	10%	38%				100%

Q28 from Attendees in Q23: Will you attend more Safety Seminars in the next year?

56	Q28 from Q23	Yes	No	Unk	bad	(blank)	Grand Total	Total Usable
	Total	10,880	366	2,194	1	370	13,811	13,440
	% of Total Usable	81%	3%	16%				100%

Q29 from Whole DB: Are you aware that you can become an Aviation Safety Counselor?

57	Q29 from Whole DB	Yes	No	Bad Ans	(blank)	Total	Grand Total	Total Usable
	Total	5,688	25,588	25	1,037	32,338	1,062	31,276
	% of Total Usable	18%	82%					100%

Q29 from Attendees in Q23: Are you aware that you can become an Aviation Safety Counselor?

58	Q29 from Q23	Yes	No	Bad Ans	(blank)	Total	Grand Total	Total Usable
	Total	3,073	10,390	18	330	13,811	348	13,463
	% of Total Usable	23%	77%					100%

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PILOT SURVEY ANALYSIS TABLES

Q23, 24, 29: Analysis by Pilot Certificate

59	Q23, 24, 29	Student	Recre- ational	Private	Commer- cial	Airline Transport	Unusable	Grand Total	Total Usable
	Total Response Rate	4%	0%	47%	25%	24%			100%
	Safety Seminar Attendees in 1998	3%	0%	53%	29%	15%			100%
	Participants in WINGS Program	1%	0%	57%	29%	12%			100%
	Awareness of Becoming Safety Counselor	1%	0%	25%	36%	37%			100%

COMPARISON BETWEEN ALL RESPONDENTS AND THOSE ATTENDING SAFETY SEMINARS IN THE YEAR PRECEDING THE SURVEY

60	Survey Question	Aware & Have Partic: All Pilots in Survey	Aware & Have Partic: Safety Seminar Attendees
	Q24: Are you aware of, or have you participated in, the WINGS program?	33%	50%
	Q25: Highest level of WINGS = Over 3	22%	26%
	Q26: How much do you agree that Safety Seminars make safer pilots?	88%	94%
	Q27: Do you recommend Safety Seminars to other pilots?	70%	90%
	Q28: Will you attend more Safety Seminars in the next year?	52%	81%
	Q29: Are you aware that you can become an Aviation Safety Counselor?	18%	23%

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PILOT SURVEY ANALYSIS TABLES

COMPARISON BETWEEN COMMERCIAL/ATP AND PRIVATE/STUDENT/RECREATIONAL

61	CUSTOMER SATISFACTION SURVEY QUESTION	Comm / ATP	Pvt / Stu / Rec	Difference
	attending local	39%	49%	11%
	aware of, or	30%	34%	4%
	Highest level of	28%	18%	-10%
	agreeing that	85%	90%	5%
	recommending	69%	72%	3%
	will attend	42%	62%	20%
	that they can	27%	10%	-17%

SECTION 4: FLIGHT CHECKS

Q30: Have you had a flight check with either an FAA inspector or designated examiner in the last year (including pilot proficiency examiner)?

62	Q30	Flight Check with FAA Inspector	Flight Check with Designated Examiner	Flight Check with Both FAA & Examiner	No Flight Check in Last Year	(blank)	Grand Total	Total Usable	Total Flight Checks
	Total	2,010	10,015	1,859	17,317	1,137	32,338	31,201	13,884
	% of Total Not-Blank	6%	32%	6%	56%			100%	0
	% of Flt Chk	14%	72%	13%	125%				100%

Q31 from Q30 (all Flt Chk): How much would you agree that the results [of the flight check] reflected your knowledge accurately?

63	Q31	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	4,281	8,591	579	200	51	182	13,884	13,702	12,872	251
	% of Total Not-Blank	31%	63%	4%	1%	0%			100%	94%	2%

Q32 from Q30: How much would you agree that the person giving you the flight check acted courteously?

64	Q32 from Q30	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	6,446	6,696	377	149	50	166	13,884	13,718	13,142	199
	% of Total Not-Blank	47%	49%	3%	1%	0%			100%	96%	1%

Q33 from Q30: How much would you agree that the person giving you the flight check explained the results clearly to you?

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65	Q33 from Q30	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	5,253	7,439	720	228	48	196	13,884	13,702	12,692	276
	% of Total Not-Blank	38%	54%	5%	2%	0%			100%	93%	2%

Q34: How much would you agree that the person giving you the flight check represented the FAA favorably?

66	Q34	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	5,079	6,947	1,224	231	85	318	13,884	13,566	12,026	316
	% of Total Not-Blank	37%	51%	9%	2%	1%			100%	89%	2%

Q35: How much would you agree that the person giving you the flight check seemed knowledgeable and familiar with the type of aircraft and operational environment in which the test was conducted?

67	Q35	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	6,652	6,017	635	297	99	184	13,884	13,700	12,669	396
	% of Total Not-Blank	49%	44%	5%	2%	1%			100%	92%	3%

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PILOT SURVEY ANALYSIS TABLES

SECTION 5A: ACCESS TO INFORMATION

Q36: Do you have access to E-Mail or the Internet?

68	Q36	E-Mail & Internet	E-Mail	Internet	Neither	Unusable	(blank)	Grand Total	Total Usable	E-Mail and/or Internet
	Total	23,098	796	595	7,426	1	422	32,338	31,915	24,489
	% of Total Not-Blank	72%	2%	2%	23%	0%			100%	77%

Q37: Are you aware that technical information is available on the Flight Standards web page?

69	Q37	Yes	No	Bad Ans	(blank)	Grand Total	Total Usable
	Total	11,648	19,771	2	917	32,338	31,419
	% of Total Not-Blank	37%	63%				100%

Q38 from Whole DB: How often did you access the Flight Standards web page in the last year?

70	Q38	Never	Once or Twice	3-10 Times	11-20 Times	Over 20 Times	(blank)	Grand Total	Total Usable	Total Access
	Total	24,543	3,777	2,089	282	203	1,444	32,338	30,894	6,351
	% of Total Usable	79%	12%	7%	1%	1%			100%	21%
	% of Total Access		59%	33%	4%	3%				100%

Q39 from Whole population: How much would you agree that the FAA standards established for the regulation of pilots are adequate to ensure aviation safety?

71	Q39	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	6,421	17,770	4,530	1,411	346	1,860	32,338	30,478	24,191	1,757
	% of Total Not-Blank	21%	58%	15%	5%	1%			100%	79%	6%

Q39 from Q10 (FSDO contact): How much would you agree that the FAA standards established for the regulation of pilots are adequate to ensure aviation safety?

72	Q39	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	2,616	7,594	1,961	883	255	485	13,794	13,309	10,210	1,138
	% of Total Not-Blank	20%	57%	15%	7%	2%			100%	77%	9%

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PILOT SURVEY ANALYSIS TABLES

Q39 from Q10 (NO FSDO contact): How much would you agree that the FAA standards established for the regulation of pilots are adequate to ensure aviation safety?

73	Q39	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	3,634	9,756	2,473	488	86	1,159	17,596	16,437	13,390	574
	% of Total Not-Blank	22%	59%	15%	3%	1%			100%	81%	3%

Q40 from Whole DB: How much would you agree that the information provided to you by different FAA inspectors is consistent?

74	Q40	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	2,553	12,858	10,539	2,955	710	2,723	32,338	29,615	15,411	3,665
	% of Total Not-Blank	9%	43%	36%	10%	2%			100%	52%	12%

Q40 from Q10 (FSDO Contact): How much would you agree that the information provided to you by different FAA inspectors is consistent?

75	Q40	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	1,170	6,042	3,515	1,863	515	689	13,794	13,105	7,212	2,378
	% of Total Not-Blank	9%	46%	27%	14%	4%			100%	55%	18%

Comm/ATP Q40: How much would you agree that the information provided to you by different FAA inspectors is consistent?

76	Q40	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	1,058	6,502	4,670	2,268	571	937	16,006	15,069	7,560	2,839
	% of Total Usable	7%	43%	31%	15%	4%			100%	50%	19%

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PILOT SURVEY ANALYSIS TABLES

Stu/Pvt/Rec Q40: How much would you agree that the information provided to you by different FAA inspectors is consistent?

77	Q40	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	1,486	6,330	5,841	684	136	1,767	16,244	14,477	7,816	820
	% of Total Usable	10%	44%	40%	5%	1%			100%	54%	6%

Q40 (NO FSDO contact): How much would you agree that the information provided to you by different FAA inspectors is consistent?

78	Q40	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	1,290	6,515	6,818	1,022	178	1,773	17,596	15,823	7,805	1,200
	% of Total Not-Blank	8%	41%	43%	6%	1%			100%	49%	8%

Q2/Q40 (Inconsistency): How much would you agree that the information provided to you by different FAA inspectors is consistent?

79	Q2/Q40 (Inconsistency)	Student	Recreational	Private	Commercial	Airline Transport	Unusable	Grand Total	Total Usable	Stu / Rec / Pvt	Comm / ATP
	All Respondents	4%	0%	47%	25%	24%			100%	50%	50%
	Pilots w/ Contact Reporting Inconsistency	0.4%	0.0%	14%	28%	57%			100%	14%	86%

Q41 from Whole DB: How much would you agree that the FAA provides timely notice of actions?

80	Q41	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	2,312	11,888	12,425	2,452	634	2,627	32,338	29,711	14,200	3,086
	% of Total Not-Blank	8%	40%	42%	8%	2%			100%	48%	10%

Q41 from Q10 (FSDO contact): : How much would you agree that the FAA provides timely notice of actions?

81	Q41	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	990	5,078	5,157	1,444	416	709	13,794	13,085	6,068	1,860
	% of Total Not-Blank	8%	39%	39%	11%	3%			100%	46%	14%

Q41 (NO FSDO contact): How much would you agree that the FAA provides timely notice of actions?

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82	Q41	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	1,230	6,549	6,988	961	207	1,661	17,596	15,935	7,779	1,168
	% of Total Not-Blank	8%	41%	44%	6%	1%			100%	49%	7%

Q2/Q41: How much would you agree that the FAA provides timely notice of actions?

83	Q2/Q41	Student	Recreational	Private	Commercial	Airline Transport	Unusable	Grand Total	Total Usable
	All Respondents	4%	0%	47%	25%	24%			100%
	Pilots Reporting Untimely Notice of Actions	1%	0%	18%	27%	54%			100%

SECTION 6: ACCIDENTS / INCIDENTS / COMPLIANCE

Q42: In the last year, how many accidents have you been involved in?

84	Q42	None	1	2	3	4	Over 4	(blank)	Grand Total	Total Usable	% of Acc Total w/ 1 Acc
	Total	31,720	172	7	1	3	-	435	32,338	31,903	94%
	% of Total Not-Blank	99%	1%	0%	0%	0%	0%			100%	

Q43: In the last year, how many incidents have you been involved in?

85	Q43	None	1	2	3	4	Over 4	(blank)	Grand Total	Total Usable	% of Acc Total w/ 1 Acc
	Total	31,341	485	29	9	1	8	465	32,338	31,873	93%
	% of Total Not-Blank	98%	2%	0%	0%	0%	0%			100%	

Q44: Are you aware that Flight Standards has a remedial training program?

86	Q44	Yes	No	(blank)	Grand Total	Total Usable
	Total	10,955	20,369	1,014	32,338	31,324
	% of Total Not-Blank	35%	65%			100%

Q2/A44: (Yes): Are you aware the Flight Standards has a remedial training program?

87	Q2	Student	Recreational	Private	Commercial	Airline Transport	Unusable	Grand Total	Total Usable
	All Respondents	4%	0%	47%	25%	24%			100%

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Respondents Aware of Remedial Training Program								
	2%	0%	41%	32%	26%			100%

Q45: How much would you agree that the sanction was appropriate for the violation?

88	Q45	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	117	430	1,640	160	185	29,806	32,338	2,532	547	345
	% of Total Not- Blank	5%	17%	65%	6%	7%			100%	22%	14%
	% of Total Respondents	0%	1%	5%	0%	1%			8%	2%	1%

Q46: How much would you agree that Flight Standards personnel acted courteously?

89	Q46	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	(blank)	Grand Total	Total Usable	Positive (Agree / Strongly Agree)	Negative (Disagree / Strongly Disagree)
	Total	235	603	1,502	96	86	29,816	32,338	2,522	838	182
	% of Total Not- Blank	9%	24%	60%	4%	3%			100%	33%	7%